

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: December 19, 2025
Inspection Number: 2025-1027-0006
Inspection Type: Critical Incident
Licensee: Gem Health Care Group Limited
Long Term Care Home and City: Downsview Long Term Care Centre, North York

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 10, 11, 15, 16, and 19, 2025

The inspection occurred offsite on the following date(s): December 18, 2025

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00164339 and #00164343 – related to communicable disease outbreaks

The following **Inspection Protocols** were used during this inspection:

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection Prevention and Control program

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

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In accordance with additional requirement 9.1 (d), under the Infection Prevention and Control (IPAC) Standard for Long Term Care homes (April 2022, revised September, 2023), staff did not implement proper use of Personal Protective Equipment (PPE) when providing care to a resident requiring additional precautions.

On an identified date a staff was observed in a resident's room that was on droplet/contact precautions and PPE was required. The staff wore the PPE without the face shield.

Sources: Observations, interviews with staff, IPAC Standard for Long-Term Care Home (April 2022, revised September 2023).

WRITTEN NOTIFICATION: Infection Prevention and Control Program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (9) (b)

Infection prevention and control program

s. 102 (9) The licensee shall ensure that on every shift,

(b) the symptoms are recorded and that immediate action is taken to reduce transmission and isolate residents and place them in cohorts as required. O. Reg. 246/22, s. 102 (9).

i. The home was declared in respiratory outbreak on an identified date, which affected several residents.

One resident presented with signs of infection and was placed on additional precautions on the following day. On the same day, another resident presented with signs of infection in the morning but was placed on additional precautions in afternoon.

ii. On an identified date, another outbreak was declared on another unit, that affected several residents. One resident presented with a sign of infection however they were placed on additional precautions a few days later.

The residents were not placed on additional precautions immediately once the symptoms started.



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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Sources: Outbreak line list, clinical records, the home's policy Infection Control, Contingency Plan for Infectious Outbreaks and interviews with home's staff.